

West Virginia Quality Improvement Advisory Council Council Meeting	January 18, 2012 10:00am-4:00pm Schoenbaum Family Enrichment Center Charleston, WV
Members Present:	
Norma McKee, Laura Helems, Russell Sickles, Susan Striar May, Clarice Hausch, Steve Wiseman, Amber Hinkle, Liz Bragg, Marilyn Nichols	
Members Not Present:	
Jayne Lakes, Kevin Smith, Libby Collins, Jane Ketcham, Kathy Yarbrough, Christine Dickson	
Others Present:	
Pat Nisbet, Beth Morrison, Jane McCallister, Tina Maher, Lori McGurty, Tiffany Angel, Nora Oscanyan, Randy Hill, Deborah Weston, April Goebel	
Meeting Minutes from the 10/19/2011 QAI Council were approved as written.	

MINUTES

Agenda Item	New Business to Be Added to Next Meeting's Agenda	Presenter	N/A
Discussion and Conclusions:			
Though the Council agreed to introduce new business for inclusion on the next meeting's agenda, there was some discussion on the following new business:			
Russell Sickles indicated that focusing more Quality of Life Measures as opposed to Basic Compliance Measures on the Council's work plan would be beneficial to members of the I/DD Waiver Program.			
Russell Sickles indicated that there has been an increase in Terminations from the I/DD Waiver Program since APS Healthcare Assessments being used to determine whether a member meets eligibility criteria. Lori McGurty discussed generally that BMS had requested the MECA, PC&A, take another look at terminations due to the increase. When additional information was received by PC&A, they were able to re-certify some of those members who were terminated. Pat Nisbet indicated that only 7 people have been terminated since Oct 1, 2011, which is consistent with the historical 1% rate of termination. Criteria for the program have not changed and the MECA uses the same standardized instruments that an Independent Psychologist uses on the Independent Psychological Evaluation.			
Russell Sickles presented that there is a shortage in the state of available I/DD Waiver providers, and that this may be due to the difficulty those who are smaller have getting started. He indicated that in Maryland smaller providers are not bound by the same set of regulations for provision of services.			
Action Items	Person	Deadline	

	Responsible	
Russell will forward information to Council members on measurement of Quality of Life Measures.	Russell Sickles	Next meeting— April 18, 2012
Pat will provide monthly reports on terminations and approvals	Pat Nisbet	Ongoing, presented at each Council Meeting
Pat agreed to send out annual data on how many people are terminated and members who are, at that time, awaiting Medicaid Fair Hearing	Pat Nisbet	Annually, when available
Pat agreed to contact Frank Kirkland in Maryland to follow up on Russell’s report of how smaller providers are certified	Pat Nisbet	Next meeting— April 18, 2012

Agenda Item	PPL Update	Presenter	Randy Hill
Discussion and Conclusions:			
<p>Randy Hill reviewed data regarding referrals to Personal Options. 132 Freedom-of-Choice referrals have been received since October 1, 2011. The first step is the guardian signing the Freedom-of-Choice form. Once received, PPL contacts member/guardian within 3 business days. The IDT then meets, purchases services, and PPL gets the service referrals. Of 132 people, 11 withdrew (9 were errors and 2 changed their minds); 15 are enrolled, meaning that they plan to participate in Personal Options and are awaiting “active” status; 78 are active, and 0 have dis-enrolled or transferred. Of the 78 active members, 4 live in an ISS setting (all are one-person settings) and 74 live in Natural Family or Specialized Family Care setting. Amber Hinkle asked what the average wage for Person-Centered Support providers with Personal Options is—Randy reported that most pay the maximum allowed \$9.88 per hour.</p> <p>Jane McCallister indicated that BCF is working on a “waiver” for older substantiated Abuse/Neglect Protective Service Record Check. A substantiation cannot be overturned or expunged but the findings on the record may be changed.</p> <p>Amber asked if PPL had received many questions about Worker’s Compensation. Randy replied that there have been no issues as the majority of staff are family members therefore employers are not concerned with providing Worker’s Compensation. Randy does review at Enrollment Meetings that the member is responsible if there is a worker injury. He also added that there is no medical/dental insurance, over-time, or benefits.</p>			
Action Items	Person Responsible	Deadline	
Randy will report whether PPL is meeting the target of contacting members within 3 days of referral.	Randy Hill/PPL	Ongoing	

Agenda Item	Council Member Openings	Presenter	N/A
Discussion and Conclusions:			
Sam Walker-Matthews was voted as the Program Provider Council Representative. Jeannie Elkins was voted as the Member/Family Council Representative.			
Action Items	Person Responsible	Deadline	
New members will be sent welcome letters, Procedures Handbook and previous meeting minutes.	April Goebel	February 1, 2012	

Agenda Item	Work Plan	Presenter	April Goebel
Discussion and Conclusions:			
Abuse/Neglect Protective Service Issue: Clarice Hausch and Amber provided update. Steve Wiseman will forward minutes from sub-committee on abuse issues held 1/12/2012. Russell reviewed that he got a sample training for two agencies, one of which he liked (Open Doors, Inc), as it included statistics about abuse/neglect/exploitation of protected persons. Randy was asked to send Russell PPLs standard Abuse/Neglect training that is provided to families.			
Provider of Last Resort Issue: Pat described the proposal to access current ICF/MR beds to serve as Provider-of-Last-Resort. Clarice described a mediation group work group that had been established. Clarice further indicated that there may not be one ultimate solution to Provider-of-Last-Resort, as the solution for one member may not be beneficial to another. Beth Morrison stated that BHHF is working with state hospitals to approach this issue from a team perspective and to explore bringing former providers to the table to assist in placing members. Further, BHHF/BCF is reviewing all Special Projects to evaluate the usefulness of the assessment tool and the process of pulling a creative planning team together. Beth also discussed the possibility of making information about services outside I/DD Waiver (such as Family Support, State-Plan Services, Personal-Care Services, etc) available. Jane McCallister mentioned a "Bee-hive" program that links web users to available resources. She will forward information to April and Pat; Pat will explore adding to BMS website.			
Provider Availability/Capacity: It was mentioned that perhaps standards for evaluation for CON/Summary Review Process could be reviewed. Pat mentioned that these are in the state code/legislature, and she will bring to the next meeting to review a baseline of the standards. Clarice said that she believes the Behavioral Health Regulations Redesign Committee had indicated that the Health Care Authority has said they will look at the Summary Review Process for I/DD Providers for simplification.			
Provider Maintenance of Financial Stability: Advocate that BMS implement rate reviews annually. The methodology for rate determination has been developed and BMS/Medicaid should be able to update rates annually.			
Update Council's Knowledge: Assigned members will invite guest speakers routinely depending on topic of discussion on agenda. Tina is continuing to work on a brief			

<p>history of the Council. Clarice recommended Tina start using data from when APS Healthcare began coordinating the meetings as the info is easier to find—January 2010 was the start date.</p>		
<p>Increase Knowledge of Council about Sexual Abuse/Exploitation: Amber and Steve are working on this however have requested that this be tabled until the July 2012 meeting to allow time to narrow focus of what the Council would like to learn.</p>		
<p>Statewide Clarification of Definition of Natural Support: BMS, OHFLAC. Amber indicated that there is discrepancy between what BMS and OHFLAC define as a natural support. Amber says that OHFLAC indicated a natural support ONLY means a family member—no other sources on an informal dispute resolution. BMS definition is indicated in the I/DD Waiver Manual.</p>		
Action Items	Person Responsible	Deadline
Steve will forward minutes from sub-committee on abuse issues.	Steve Wiseman	Next Meeting, April 18, 2012
Randy will forward Russell PPLs standardized training to Russell.	Randy Hill	Next Meeting, April 18, 2012
Steve, Jane McCallister, and Jim Cooper will look at DD, APS/CPS, and OHFLAC definitions/expectations of abuse/neglect.	Steve Wiseman	Next Meeting, April 18, 2012
Beth will provide an update regarding the Special Projects discussion at the next meeting.	Beth Morrison	Next Meeting, April 18, 2012
Pat will place a link on BMS website to BHHF website.	Pat Nisbet	Next Meeting, April 18, 2012
Jane will send Bee-hive information to April and Pat.	Jane McCallister	Next Meeting, April 18, 2012
Pat will explore putting Bee-hive information link on BMS website.	Pat Nisbet	Next Meeting, April 18, 2012
Tina Maher will forward a Home and Community-based Resource Guide to April to share with the group.	Tina Maher	Next Meeting, April 18, 2012
Pat will bring state code for CON to next meeting to review baseline of standards.	Pat Nisbet	Next Meeting, April 18, 2012
Pat will find out when the year for rates runs out/begins again.	Pat Nisbet	Next Meeting, April 18, 2012
Tina will report on Council's history.	Tina Maher	Next Meeting, April 18, 2012
Jane M, Steve, and Amber will work toward narrowing focus of what Council would like to learn with respect to Sexual Abuse/Exploitation.	Jane M, Steve, and Amber	July 18, 2012 Meeting

Agenda Item	OHFLAC Update	Presenter	Pat Nisbet, per Rose Lowther- Berman
Discussion and Conclusions:			
Stevenson LLC has an admission ban. ResCare Huntington will likely be removed from an admission-ban this week.			
Action Items	Person Responsible	Deadline	
None			

Agenda Item	New Business to Add to Work Plan	Presenter	N/A
Discussion and Conclusions:			
Improving Quality of Life for Members is added to the Work Plan. Susan Striar May will send a copy of a Personal Outcomes Assessment to disseminate to the group. The group did identify that there is no definitive definition of quality of life, as it is defined differently by all and can be determined a number of ways. Russell will also send the <u>Real Life Quality Standards</u> booklet to the group. Council members will be prepared to discuss at next meeting.			
Action Items	Person Responsible	Deadline	
Susan will get Personal Outcomes Assessment to April to disseminate to the group.	Susan, April	Before next meeting	
Russell will get <u>Real Life Quality Standards</u> booklet to the group before next meeting.	Russell	Before next meeting	
Council members will familiarize themselves with these two documents.	All Council Members	Next Meeting, April 18, 2012	

Agenda Item	Wrap-Up and Confirm Upcoming Meetings	Presenter	Laura Helems
Discussion and Conclusions:			
Meetings will continue to be held the 3 rd Wednesday from 10:00am until 4:00 pm of the applicable month: <ul style="list-style-type: none"> • January 18, 2012 • April 18, 2012 at Schoenbaum Family Enrichment Center • July 18, 2012 location TBD • October 19, 2012 location TBD 			
Action Items	Person	Deadline	

	Responsible	
Schedule location for July and October Meetings.	April Goebel	May 15, 2012
Meeting Minutes Submitted by April Goebel January 30, 2012		